



Implementation evaluation of a novel palliative care dashboard in Australian Residential aged care setting.

Priyanka Vandersman
Research Fellow, ELDAC Project
Flinders University

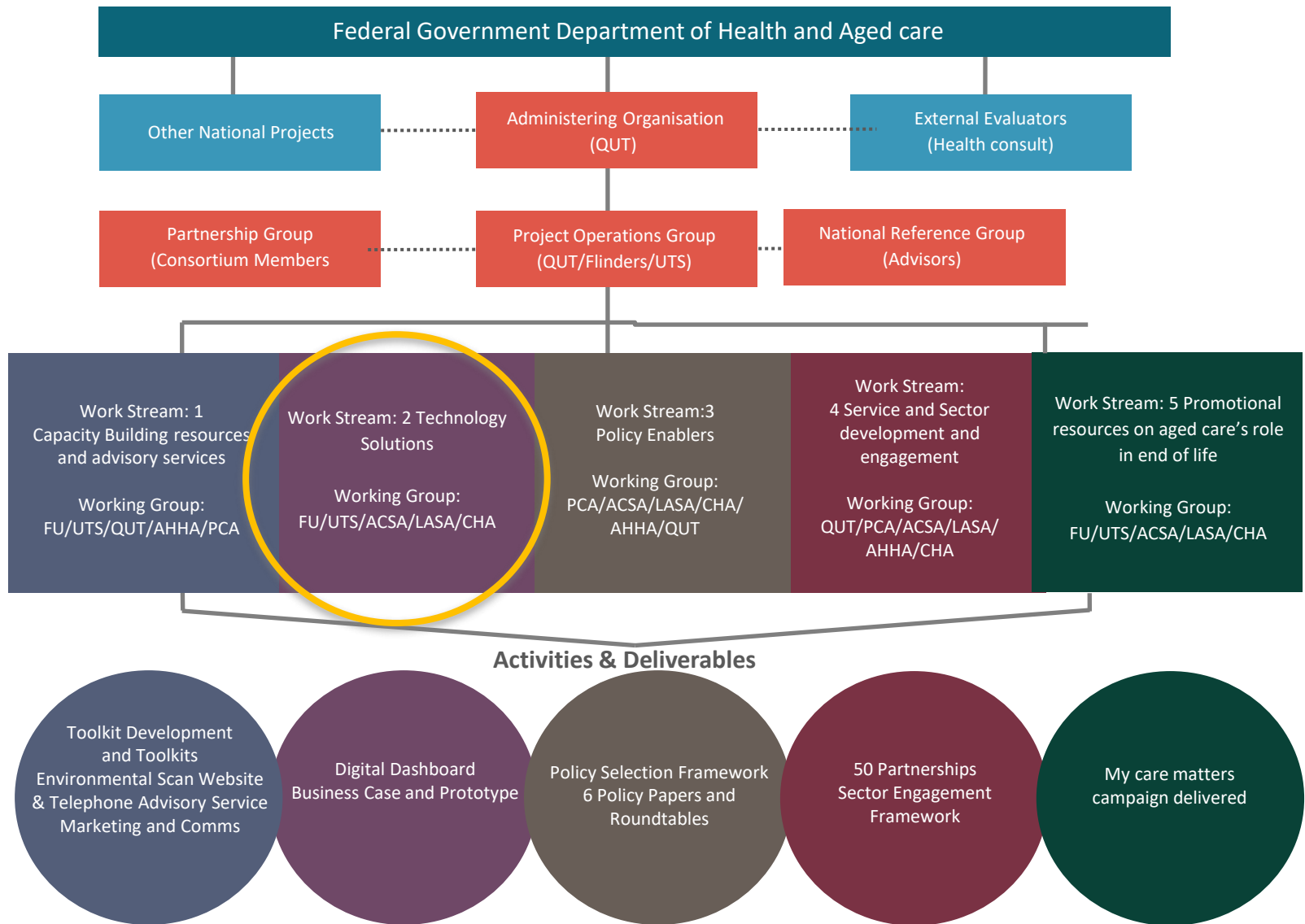
The ELDAC Project

End of life Directions for Aged Care (ELDAC) project is a government-funded national project that aims to improve the quality of palliative and end-of-life care provided to older Australians in the aged care sector.



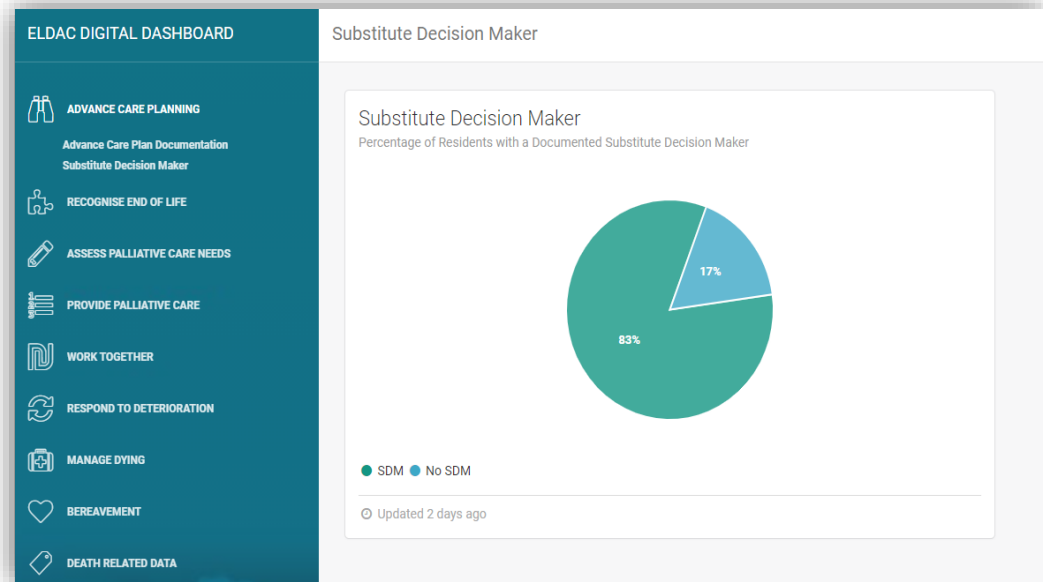
ELDAC Technology
and Innovation for Australian
aged care and palliative care





The ELDAC Digital Dashboard?

A technology that integrates within a service's clinical data management system & provides framework for quality EOL care planning and provisioning.



Value add of the Dashboard

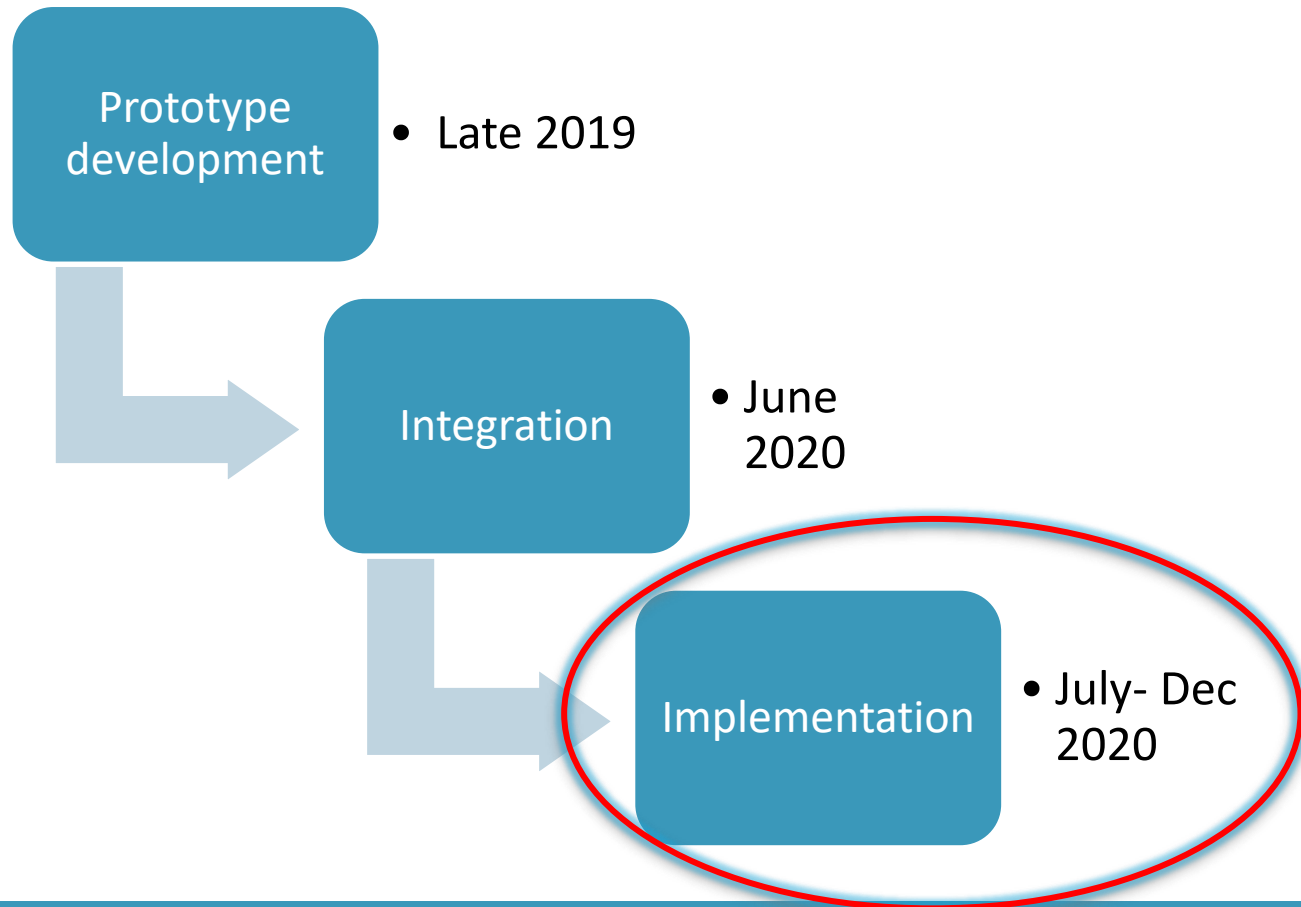
- Support a consistent and comprehensive approach to end of life
- Show what is happening (client level, manager level, organisation level)
- Provide triggers and flags for care prompts
- Assist in reporting and/or benchmarking

No need for duplicate data entry

Realtime data access

Data owned by the service [Not ELDAC]

Activity timeline for the Dashboard



ELDAC Digital Dashboard Implementation[EDDI] study

Primary objective:

To explore the merit of a palliative care dashboard, and the factors and agents that influences its implementation in the Australian aged care setting.

Key elements of exploration/evaluation

- Merit
- Acceptability
- Implementation

Study duration

Total of 3 months with an 8 week Dashboard use trial period at each site.

Participants of the EDDI study

Service level: Aged care services with access to the Dashboard

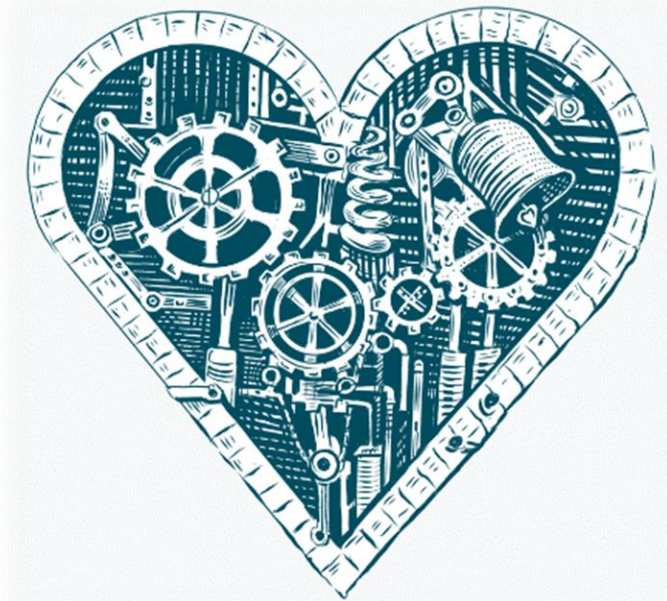


Individual level: Clinicians using the Dashboard



Individual level: dashboard champion of each site

The heart of the matter: Dashboard champions

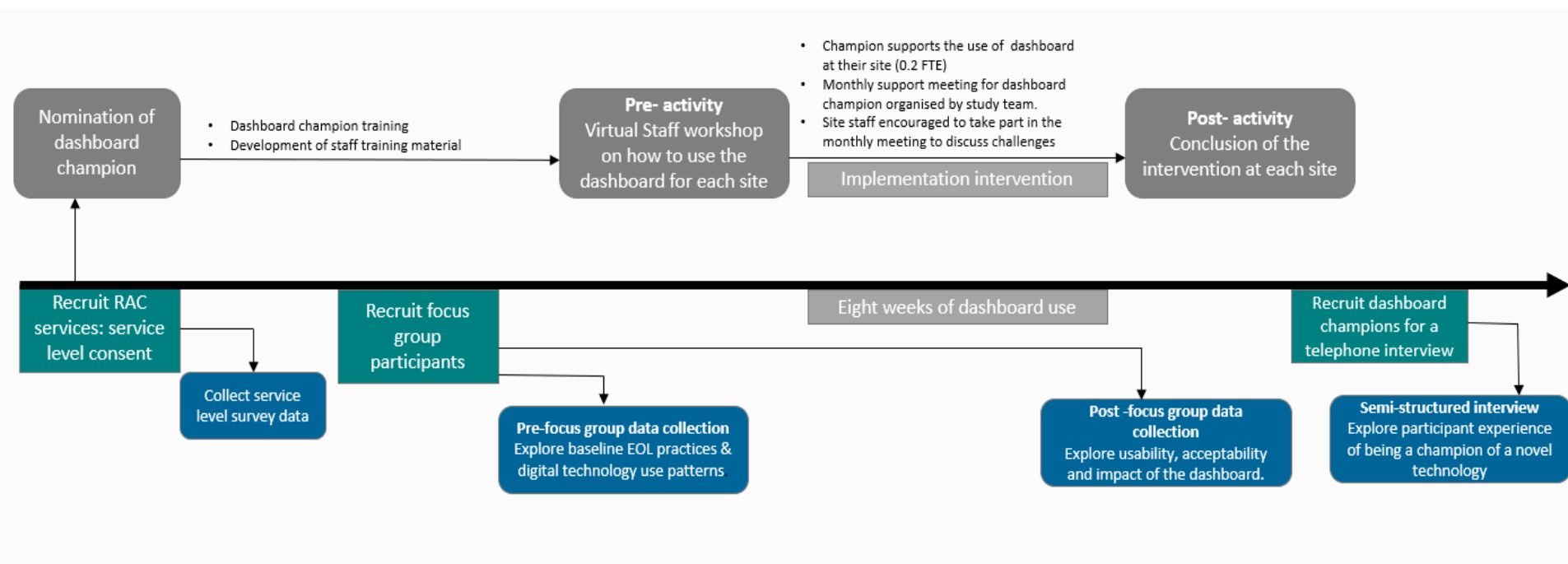


Implementation agents

Dashboard champions at each site

- 0.2 FTE per week
- Works with study coordinator to train site staff on dashboard use.
- Supports dashboard use at their site during the 8 week dashboard trial period.

EDDI Study flowchart



Who participated?

- **Aged care services**

14 residential aged care services recruited via 2 successful IT integrators.

Aged care services description

- 8 metro sites, 6 remote/regional
- 13 in QLD, 1 in WA
- 20-146 bed services
- 2 services specialising in Aboriginal and Torres Strait Islander communities

Who participated?

- **Dashboard champions**
 - All 14 sites had dashboard champions
 - Dashboard champions of all 14 sites took part in the dashboard champion interview at the end of the study.
- **Focus group participants**
 - Total of 72 staff consented, 57 took part in the focus group or one-on-one interview.
 - Majority were RN/ENs, some CNCs, and managers.

All sessions virtual due to COVID restrictions

Findings

The dashboard has the potential to enhance workflow

- The dashboard bridges the disconnection between ‘existence of’ data relevant to identifying early decline and ‘meaningful and easy access to’ these data.
- Useful for range of users : Managers, clinical leads, RNs, careworkers and even admin staff!!



Findings

Dashboard improves resident level outcomes

- Prompt care activity
 - EOL care needs discussion with the resident and/or family, initiation of public guardianship application early etc.
- Pick up missed care activity and/or documentation
 - Substitute decision maker review, ACD etc.
- Ensure data is electronically recorded > making it accessible for all.



Value

Findings

- Some technical challenges were encountered in integrating the dashboard into the IT systems.
 - Access via nursing station computers- generic login vs individual login
- IT support may be necessary post integration of the prototype.



Considerations

Dashboard Implementation trial: Key findings

- Feasible to work collaboratively with the residential aged care sector to implement a novel palliative care dashboard.
- A palliative care digital dashboard can assist in the process of palliative care planning and provisioning.
- Need for careful planning and codesign with the sector.



Next steps for the Dashboard

- Activities to promote wider integration of dashboard across the aged care sector such as conferences, sector presentations.
- Negotiating with IT companies and aged care services about processes to embed the dashboard within their IT system.
- Possible trial of the dashboard in the home care sector.

The big picture?

1. Technology + Caring for older people in the aged care sector
2. Projects support for aged care growth
3. Capacity building



Technological innovations in aged care



Aged care has long been on our digital health agenda and I'm pleased to announce today we are going to be collaborating with the **Aged Care Industry Information Technology Council (ACIITC)** to work together and leverage the progress we have made in digital health, sharing what we have learnt for the benefit of the aged care sector.



The **Aged Care Industry Information Technology Council (ACIITC)** and The **Australasian Institute of Digital Health (AIDH)** will consider strategies for the aged care sector to leverage the success of digital health and health informatics across healthcare.

1.3.15 Improving aged care through data, research and technology

Understanding how the aged care system works now, and how it might work in the future, requires reliable data and careful research. Data and research will help to inform and evaluate the delivery of aged care, and to support the adoption of improved models of care and new technologies.



Thank you and questions